

Benefits for the Citizens

IMPLEMENTATION PLAN

4

By implementing the strategic recommendations in this plan, the citizens of Annapolis will realize the following benefits:

- ◆ **Access to an “electronic neighborhood” with Web enabled City services for convenient use by the community**
- ◆ **Extended hours and reliability of services to citizens without increased City staff workload**
- ◆ **Increased attractiveness of Annapolis as a place to work and live**
- ◆ **Broader community involvement in City initiatives resulting from easier communication between citizens and City Hall**
- ◆ **Improved quality, cost-effectiveness, and accountability of City services through operational performance monitoring and feedback**